"राज्यों में कन्वेन्शन सिटी कम्पलैक्स" स्थापित करना

1185. **श्री विट्ठलराव माधव राव जाधव :** क्या नागर विमानन और पर्यटन मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या सरकार का पर्यटन संबंधी राष्ट्रीय कार्य योजना के अधीन विभिन्न राज्यों में "कन्वेन्शन सिटी कम्पलैक्स" स्थापित करने का विचार है ;

(ख) यदि हां, तो इस संबंध में ब्यौरा क्या है ;

(ग) क्या इस संबंध में राज्य सरकारों को सूचित कर दिया गया है; और

(घ) यदि हां, तो इस संबंध में राज्य सरकारों की प्रतिक्रिया क्या है ?

नागर विमानन और पर्यटन मंत्री (श्री माधव राव सिंधिया) : (क) से (घ) जी, हां । "कंवेन्शन सिटी" कम्पलैक्स स्थापित करना प्रत्येक राज्य सरकार की जिम्मेवारी है और केन्द्र सरकार धन की उपलब्धता, पारस्परिक प्राथमिकता तथा प्रस्ताव के गुण-दोष के आधार पर वित्तीय सहायता ही देती है । इस समय हरियाणा, कर्नाटक और तमिलनाडु की राज्य सरकारों से प्राप्त प्रस्तावों पर विचार किया जा रहा है ।

Loss to Indian Airlines and Air-India due to strike

1186. CHOWDHRY HARI SINGH : Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state :

(a) whether it is a fact that the Indian Airlines and Air-India are running into losses due to the frequent strikes of the pilots and other concerned staff;

(b) what is the total loss caused to Government by cancellation of flights and irregularity in their functioning;

(c) whether Vayudoot flights are being operated from Bombay to Nanded via Pune and if so, what are the reasons for not operating it from Aurangabad; and

(d) the number of times the Vayudoot flights have been cancelled during the last six months between Bombay and Nanded ?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA) : (a) and (b) The loss suffered by Indian Airlines due to agitation/strike by pilots and other staff during the last three years is as under :

	(Rs. in crores)
1990-91 . . .	(0.57)
1991-92 . . .	(4.91)
1992-93 . . .	5.71)*
(Upto October, 1992)	

*includes Rs. 3.60 crores towards cost of additional fuel burnt on account of agitation by air traffic controllers.

Information on Air-India is being collected.

(c) Commercial and operational consideration weigh in favour of routing this flight via Pune.

(d) Vayudoot flights on the route Bombay-Pune-Nanded were cancelled 16 times during the last 6 months primarily due to operational constraints.

Open house session of Calcutta Telephones

1187. SHRI MOHAMMED AMIN : Will the Minister of COMMUNICATIONS be pleased to state :

(a) what are the main complaints lodged at the first ever open house session of Calcutta Telephones (South area); and

(b) what remedial steps were taken by Government in this regard ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU) : (a) and (b) In the open house session of Cal-

cutta Telephones (South area), 168 complaints regarding faulty telephones and 41 complaints regarding non-execution of work orders were received from individual subscribers.

All the 168 telephones have since been attended to 7 work orders out of 41 have already been executed and the work is in progress to execute the remaining work orders.

Besides the above individual complaints, the following general points were also discussed.

(i) Problems of billing i.e. excess billing, notice for disconnection for non-payment of bills and provision of cheque collection boxes in the exchanges.

(ii) Problems in meeting the Commercial Officers.

(iii) Unhelpful attitude of subordinate staff.

(iv) Inconvenient visiting hours in meeting the officers for redressal of grievances.

The problem regarding excess billing was explained to the subscribers in detail and the arrangements for collection of cheques exist in different exchanges.

The officers are generally available during the visting hours i.e. at 3 P.M. to 4 P.M. Those subscribers who are not in a position to meet the officers during the prescribed visiting hours can meet them at any other time with prior appointment. The subscribers were also requested to meet the concerned Divisional Engineer or S.D.O.

Mismanagement in DMT office at Faridabad

1188. SHRI GHUFRAN AZAM : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether Government are aware of growing mismanagement in the DMT office at Faridabad resulting in defective functioning of telephone exchanges, wrong billing to telephone subscribers and non-redressal of complaints of telephone subscribers of this capital region industrial town;

(b) whether it is also a fact that certain officials of the DMT office at Faridabad are involved in vigilance cases on various counts and are often not available to hear public grievances during normal office hours; and

(c) if so, whether Government propose to inquire into the functioning of this DMT office to streamline its working in the public interest and to safeguard interests of telephone subscribers, if so, the details thereof ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU) : (a) The Government is aware of the complaints. However, the services appear to be satisfactory as assessed by Standard Performance Parameters in respect of wrong billing complaints and call success rate.

(b) Yes Sir, some officials are involved in vigilance cases but the designated officials are normally available to hear public grievances during office hours.

(c) Monitoring of the functioning of DMT office is being regularly done. The steps taken to streamline the working are :

(i) A new officer of the level of G.M. Telephones has been posted at Faridabad to initiate quick remedial action;

(ii) Telephone Adalats and open house sessions will be held periodically to redress the grievances;

(iii) Disciplinary action has been initiated against the guilty officials.

Expansion of Ballabhgarh telephone exchange

1189. SHRI GHUFRAN AZAM : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether there is any proposal under Government consideration for expansion of the present capacity of Ballabgarh telephone exchange located in Sector 6, of Faridabad to meet the demand of new telephone applicants;

(b) if so, the details thereof and the present position in this regard;